

Our commitment

Dear Somerville Consumer,

Every day we buy items that are sold by weight, count, or measurement. Weights and Measures plays an important role in our every day life. The City Of Somerville Weights & Measures Dept. is committed to ensuring that equity and fairness prevail in the marketplace. This informational booklet was created to help and advise you of your rights as a consumer, and offer some guidance for your daily transactions. I hope you find it as a useful tool when shopping in The City Of Somerville.



**PLEASE VISIT OUR WEB
SITE AT :**

www.ci.somerville.ma.us

City of Somerville
Weights & Measures Dept.
DPW Bldg. 1 Franey Road
Somerville Ma. 02145
Phone: 617-625-6600 Ext. 5900
Fax: 617-666-2752
Email: sburgess@ci.somerville.ma.us

WEIGHTS & MEASURES

**CITY
OF
SOMERVILLE**

EQUITY IN THE MARKETPLACE



Tel: 617-625-6600 EXT: 5900

Weights & Measures???

What Do They DO???

Did you get what you paid for? How do you know it was a pound or a gallon? Is the scale right? Is what I see on the gas pump correct? How do you know the Taxi meter is giving the correct price? Did the oil man really deliver 200 gallons? Is the scanner charging me the right amount? Did you ever asked yourself any of these questions?



The Weights & Measures Department in the City of Somerville checks all these devices and ensures that they are accurate

and correct. Our goal is to provide the consumer and the merchant with confidence in the marketplace. This is accomplished by mandatory inspections and tests by certified officials. In addition to these device inspections, we also inspect prepackaged foods for proper weight labeling and price, investigate complaints, and enforce all Weights & Measures laws and City Ordinances.



TYPES OF DEVICES INSPECTED

- DELI SCALES
- PHARMACY SCALES
- SHIPPING SCALES
- LAUNDRY SCALES
- JEWELRY SCALES
- VEHICLE SCALES
- STORE SCANNER SYSTEMS
- GAS STATION DISPENSERS
- OIL TRUCK METERS
- TAXI CABS

COMPLAINTS

If you have a complaint you can call or e-mail our office and an inspector will investigate. Our telephone number is located on a seal that is located on the scale, check-out register or gas pump. Information is also posted on a consumer notice located in the customer service area of retail stores.

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WHAT CAN YOU DO FOR YOUR-SELF?

- CHECK THAT SCALES AND GAS PUMPS START AT ZERO BEFORE TRANSACTION
- MAKE SURE YOU HAVE A PRINTED RECEIPT FROM ANY OIL DELIVERIES TO YOUR HOME.
- USE UNIT PRICE LABELS TO COMPARE ITEMS FOR BEST VALUE
- CHECK PRICES - PRICE ON ITEM, SIGNS, FLYERS, AND SHELF TAGS FOR COMPARISON AT CHECK-OUT FOR LOWEST PRICE.
- REPORT OVERCHARGES TO YOUR WEIGHTS & MEASURES DEPT. EVEN IF YOU HAVE BEEN COMPENSATED TO ENSURE PROBLEM IS CORRECTED FOR FUTURE SALES

